



# TheHandi-Van

## Puken Aninis Ren Chon Fiti Bus

Saingon Ekesiwin July 2022



Ika ka mochen nounou copin Kokkotun Annukun ren met epwe mecheres ngonuk (awewe chowaten mak, pwekin rongorong ika mak minen won computer), kose mochen kokkori (808) 768-8300.

Ewe (Rider's Guide) Puken Aninis mi awora ngeni ekkewe mi wor nour cards ren ewe TheHandi-Van poraus mi auchea ar repwe tongeni wawa TheHandi-Van. Ewe (Rider's Guide) Puken Aninis esapw siwini ekkewe annukun City, State, me Federal an epwe nemeni fetanin ewe TheHandi-Van.

### **Kunokun Angang me nenian Angang**

Ewe aninisin TheHandi-Van epwene kan sai nupwen ekkewe chok ran me awa usun chok TheBus me pwan kawor non ekkewe nenii mi nom non unungat me ruanun ( $\frac{3}{4}$ ) ew mwain seni anen TheBus kewe.

### **Niwinin me Meen**

Iteitan **TheHandi-Van Cardholder** me **Chiechier** repwe fiti TheHandi-Van repwe meni ukukun **\$2.25** ren ew (trip) sai.

Ese kamo ren ewe chon aninis ika **Personal Care Attendant (PCA)** ika **emon Man Chon Aninis (Service Animal)** nupwen repwe fiti ewe chon uwei me wor noun card ren TheHandi-Van.

Moneta ren omw kopwe meni. Chon angang resapw uwou moni ren siwin, iwe rese pwan mumuta ar repwe checki pisekin emon ren niwinin ika moni. Ika pwe en ka kan mochen eaea ekkewe **fare tickets** nge esapw moni, iwe kopwene monir seni ewe Ofesin TheBus Pass; kori (808) 848-5555 me pwan Tiki 4 ren napenon poraus.

### **Fori ew Reservation**

Kokori (808) 456-5555 (voice) iwe tiki 1 ika 7-1-1 (TTY) nefinan kunok 8:00 AM (Nesosor) tori 5:00 PM (Nekunion) iteitan ran. Ka tongeni fori ew reservation seni 1 ngeni 3 ran me mwan ewe ran kopwe sai. Kose mochen moneta on ekkei mettoch mi affatetiw:

- Itom me nampan noum fon me ia sipwe tongeni toruk me ian
- Ewe ran me atun omw sai
- Neniom me ian repwe tongeni uweiuk me ian
- Neni kopwe no ngeni ika itan ena neni
- Kunok ke mochen repwe uweiuk non **IKA** nenian totiw
- Ika en mi pwan schedule'ini omw kopwe niwin on TheHandi-Van, kunokun omw kopwe moneta ar repwe uweiuk ren omw niwinsefan
- Sakkun omw kamotiwi (moni ika ticket)

- Ikamwo kopwe wawa ekkewe sein aninis (atawe) (awewe ren wheelchair, watten wheelchair, oxygen tanks, nenian fetan, aninisin fetan, ika scooter) ika kopwe wawa ewe nenian kekita on wa. Ewe Chon Angang on TheHandi-Van epwe annuku ika checki fichi meinisin pisekin non ewe wa.
- Ikamwo kopwe sai me emon chon aninis ren Personal Care Attendant (PCA), Chiechiom, ika emon Man Chon Aninis (Service Animal). Ika kopwe need emon epwe anisuk ngeni ika seni ewe TheHandi-Van, kopwe pusin fori kokotun.
- Ewe Chon Angang on TheHandi-Van esapw uwanong emon ese akomw nom on schedule ren ewe sai.
- Pwan chiechiom ir mi fituk ika mi wor nenii mi peen. Chon Angang rese tongeni uwei emon ese akomw nom on schedule ren ewe sai.
- PCA's me ekkewe chon fituk repwe fituk ne tota pwan totiw ngeni ewe nenii kopwe no ia.
- Ika emon aramas esapw tongeni akanamon (epwe seni terir ika ar resapw rongorongo), emon epwe tongeni amweni nupwen epwe tori ian epwe no ian.

Ewe Chon Fori omw Reservation epwe fat ngonuk atun pickup ena epwe tori ukukun 60 minich me mwan ika murin omw tungor kunokun pickup. Ren reservations non chok ewe ran epwe anonganong ika mi wor nenii mi peen.

## **Sein Aninis ika Mettochun Aninis Ngeni Ekkewe Mi Wor Terir**

TheHandi-Van mi tongeni uwei, chokukun, meinisin ekkewe pisekin aninis ren ekewe mi wor terir mi tori ukukun onepuku (600) choun iwe mi ukukun inik (30) inis chemongun me faik me wanu (48) taman. Chon Angang repwe annuku meinisin ekkei pisekin aninis non ewe wa.

Ew pisek kopwe eaea on ew TheHandi-Van epwe check, keuk me poun fiti ewe chon fiti seni ewe TheHandi-Van Eligibility Center (808-538-0033). Ren sopwosopwun aninis, kokori Oahu Transit Services, Inc. ren (808) 456-5555.

## **Holidays**

Sai epwe fis on ew holiday epwe kauno. Kose mochen kokori (808) 456-5555 (voice) ika 7-1-1 (TTY) omw kopwe schedule-ini womw me murin ekkei holidays:

- |                               |                       |                        |
|-------------------------------|-----------------------|------------------------|
| • New Year's Day              | • Memorial Day        | • Veteran's Day        |
| • Martin Luther King, Jr. Day | • King Kamehameha Day | • General Election Day |
| • President's Day             | • Independence Day    | • Thanksgiving Day     |
| • Prince Kuhio Day            | • Admissions Day      | • Christmas Day        |
| • Good Friday                 | • Labor Day           |                        |

## **Ren Porausau Womw**

Meinisin TheHandi-Van Cardholders repwe uwei ID mi wor sasinger on nupwen repwe fiti TheHandi-Van. Kose mochen tumunu pwe en ka kan ufoufeoch me pwan teipeno ika pwonuweno ekkena pwon simi kunai ka kinas kena.

TheHandi-Van mi awora aninis womw kopwe fiti, seni ian ke tota me ia ngeni ia kopwe no ia (curb-to-curb). Ei pekin sai esapw ew emergency ika taxi service.

Ewe TheHandi-Van Cardholder mi tongeni tungor **popun ar finata och mettoch** non annuk, foforan, ika mwokutukutun an epwe afata pun ewe aninis mi tufich ngenir ren ar repwe kokori Customer Service ren **(808) 456-5555 (voice) me tiki 3 ika 7-1-1 (TTY)**. Ren annukun ewe US Department of Transportation guidelines, awatenon angang me on an ngeni ekkewe chon sai nge esapw wor ar pwung.

Ka tongeni witiwit pen ewe an ika ren ew nenian witiwit me mwan ewe nenian pickup. Chon Angang ra tongeni anisuk ngeni ika seni ewe wa tori pen asaman imomw we. Chon angang rese tongeni tonong non ewe neni ika fori an PCA angang.

Ka tongeni nuku nge ewe van epwe uweiuk nob ukukun inik (30) minich me murin kunokun fori omw schedule ren atun pickup. Sia era pwe inik (30) minich ren omw **Fansoun Pickup**. Kose mochen kopwe mwon me mwan kunok non ewe fansoun kopwe pickup. Ka tongeni kuna kunokun inet ewe van epwe war ren omw katon kunokun online **Estimated Van Arrival (EVA)** system. Ren ekkoch porausen EVA, kose mochen kokori Customer Service ren **(808) 456-5555 iwe tiki 3**.

Ika ewe van e warekai, ka tongeni pusin no kai, nge en mi tongeni nom tori ewe kunok ke schedule-ini epwe pickup-inuk. Chon Angang repwe utuk non ukukun 5 minich me murin kunokun omw pickup, ika 5 minich me murin ar war ika re war me murin ewe kunokun pickup, repwapw no.

Ren one-way streets, pickup ika drop off epwe nom on omw penia-mwanin side an epwe mecheres atun tota/totiw epwe nom on ewe epek iwe ewe minen winis epwe tongeni mecheres.

Tumunun penit. Meinisin chon fiti repwe eaea penit mi kawor on ewe wa ika pwan asan iwe repwe mot nupwen repwe fiti ewe TheHandi-Van. Ika kosapw penit iwe ka fetan fein non ewe wa nupwen epwe mwokut ese mumuta. Sia mochen ekkewe chon fiti wheelchairs pwan repwe penit. Ekkewe mi wor taropwe seni pioing ir mi mumuta ar resapw fori ekkei annuk.

Sai epwe siwin me murin omw fiti ewe wa ese mumuta. Kopwe chok no ngeni ewe neni mi mak on omw we reservation.

Kose mochen tukumano ika appetano kinasomw an esapw pwa ngeni ekkoch. Chon fiti ewe wa mi wor ar nenian chuchu nge ese nimoch me mwan ar pickup epwe ngenir ar resapw fiti ewe wa ren nimeochun me tumunun popun.

TheHandi-Van a wor an pwung ika epwe ngenir aninis ren pusin ar Chon Angang me vans, ika seni ar nenian angang.

## **Aukano (Cancellation)**

Kose mochen kokori ewe Cancellation line ren **(808) 456-5555 (voice) iwe tiki 2 ika 7-1-1 (TTY)** inet chok ka sinei pun ewe trip ese chiwan need. Ika kose cancel omw we reservation non ukukun ru (2) awa me mwan ewe atun kunokun pickup, kopwene nomw non tetenin “no-show” (kose war).

Kose mochen cancel meinisin sai omw kose need ika mwo ese tori ewe ukukun 2-awa annukun cancel.

## **Nupwen ew “No-Show” epwe fis:**

- Kose nom non ewe neni atun pickup iwe ewe Chon Angang esapw kuttok;
- En mi nom non ewe neni nge kose mwo mon omw kopwe fiti ewe wa non ukukun 5 minich ar war
- Kose mwo koko omw kopwe cancelini womw we non ukukun ru (2) awa me mwan repwe etto uweiuk
- Repwe uweiuk non ewe neni mi tit mi mutata ar repwe tonong nge kose fori kokotun ewe paratransit epwe sanong me mwan kunokun omw pickup.

Chon sai repwe aniwini “no-shows” repwe tongeni kauno (suspended) ne fiti TheHandi-Van.

## **Maan Chon Aninis (Monun Angang ika Service Animals\*)**

Maan ra wisen angang faniten aramas (ika service animals) mi wewe ngeni ekkewe “maan ir mei kaeo pwe repwe anisi ekkewe mi wor terin non inisir, ussun angangen emweni chon mesechun, anisi me esinesin ngeni ekkewe mi pung seninger, uruurun wheelchairs, anisi me appeti ekkewe mi urir semwenin mwan kawakaw, ika pwan ekkoch sakopaten foforan appetin afeiengaw.”

## **Noum Maan (Pets\*)**

Esapw mumuta omw kopwe uwou noum maan (pachanong ekkewe maan ra wisen akinamwen aramas ika chon aninis ren osukosukan non mekur ika mefi) nge ese wor nenian (cage ika carrier) an epwe tongeni nom fan ewe seat won pechemw ika omw kopwe amwochu ngonuk an esapw aosukosuka ekkoch chon fiti ewe wa nupwen sai.

\*Ika emon maan chon aninis (service animal) epwe mesepat nge ewe owner ese fori an angang an epwe amwochu, ika ewe maan epwe afiengaw ngeni tumwunun ekkoch, ewe Chon Angang esapw mutata an esapw uwei ika epwe uwatiw seni ewe wa.

## **Packages/Pak ika Pisekum**

Ka tongeni uwei **chok** ru (2) kukunun pak ika bags omw kopwe tongeni komoch ngonuk. Epwe pan omw kopwe uwei ika amochu ngonuk ika kukun an epwe nom fan omw sea an esapw aosukosuka ekkoch chon fiti ewe wa nupwen sai. Ika kopwe no kamo nge ka motores omw kopwe uwei napeseni ru (2) bags, kopwe pwan fori kokotun.

## **Semirit**

Semirit kena 5 ierir me kukun seni repwene kan sai nge esapw wor momor nupwen ra kan fiti emon aramas nap mi momo. Semirit 4 ier feitiw ika ir mi poun 40 repwe nom nenian semirit. Ekkewe sein TheHandi-Van rese for ren nenian semirit, iwe en mi need omw kopwe uwei ew. Aninis esapw fis ika ewe semirit ese wor an nenian mwot.

## **Turuno me Kuna**

Mettoch epwe pwa on TheHandi-Van epwe no ngeni ewe Customer Services Office. Mettoch/pisek epwe nom non ukukun faik me nimu (45) ran.

## **Fori Met Ururun Kosapw Fori Me Fori Met Ese Eoch**

- Mongo me un, me nukun chok mi mumuta seni pioing ren ekkoch popun;
- Atik radio, television, cassette ika CD player nge ese wor earphones;
- Uwou noum maan nge ese wor nenian an epwe tongeni nom fan omw sea ika on pechemw;
- Chipwang eaea ika amwoktu omw penit/nupwen ewe wa epwe mwokut.
- Kapich;
- Uwou ika uwei mettoch epwe tongeni kar ika kas (me nukun omw mwesinan oxygen);
- Sinei pun kose meeni niwinum;
- Sinei omw kopwe chuchu, ika animengawa on ewe wa;
- Nounou noun emon pass ika card;
- Aniwa ewe chon angang; me
- Fori ika uwei mettoch epwe afeiengawa ika feiengaw ngeni chon fiti ewe wa ika ewe Chon Angang.

## **Kauno Seni Aninis**

Non ei fansoun ren ew me ew afeiengaw ngeni annukun me mwokutukutun TheHandi-Van, ika ew me ew annuk epwe ngeni angangan ewe TheHandi-Van, epwe aukano ewe cardholder non ukukun engon me ru (12) maram nemenian ewe Director an ewe Department of Transportation Services (DTS) ika ewe a wisan kefinita seni Director (Designee).

### **Nampan Fon Ren TheHandi-Van**

#### **Minafon Reservations ika Kesiwinin Reservation**

(Iteitan Ran, 8:00 AM (Nesosor) – 5:00 PM (Nekunion))

#### **Aukano (Iteitan Ran, 24 awa)**

**Mangan Fetanin Ewe Wa** (Iteitan Ran, 4:00 AM (Nesosor) – 12:00 AM (Nukenipwin))

#### **Turuno & Kuna (Sarinfan – Animu, 7:30 AM (Nesosor) – 4:00 PM (Nekunion))**

(808) 456-5555 (kapas) • 7-1-1 (TTY)

#### **Ticket ese kamo**

TheBus Pass Office (Sarinfan – Animu, 7:30 AM (Nesosor) – 3:30 PM (Nekunion))

(808) 848-5555 tiki 4 (kapas) • 7-1-1 (TTY)

#### **Kesiwinin Tichikin Porausom**

TheHandi-Van Eligibility Center (Sarinfan – Animu, 8:00 AM (Nesosor) – 5:00 PM (Nekunion))

(808) 538-0033 (kapas) • 7-1-1 (TTY)

#### **Soposopun Porausen Customer Service**

Oahu Transit Services, Inc. (Sarinfan – Animu, 7:30 AM (Nesosor) – 4:00 PM (Nekunion))

(808) 456-5555 (kapas) • 7-1-1 (TTY)

#### **Department of Transportation Services**

(Sarinfan – Animu, 7:45 AM (Nesosor) – 4:30 PM (Nekunion))

(808) 768-8300 (kapas) • 7-1-1 (TTY)